

Privacy Policy

In your contact with Scanmast (Scanmast AB and Scanmast AS) about our services and products, you provide us with certain personal data. Below is a description of how we use, store, and otherwise process your information, as well as what rights you have.

1 What personal data do we process?

The personal data we collect about you as a representative of a customer, supplier, partner, or other third party consist partly of contact details and partly of information you provide us with in order for us to assist you. We also collect information about our employees in order to fulfil our obligations. Examples of contact details include name, address, e-mail address, and phone number.

2 What is the data used for?

Under the current data protection regulation, personal data may only be collected for “special, explicitly stated, and legitimate purposes”. The personal data may not be processed in any way that is incompatible with these purposes. Any processing of personal data must also have support in the data protection regulation, a so-called lawful basis. In order for us to lawfully process your personal data, one of the following conditions must be fulfilled:

- the processing is necessary for us to be able to fulfil our agreement with you or your company
- the processing is necessary for us to be able to fulfil a legal obligation that we have (i.e. if we are legally obligated to do something under another law)
- the processing is necessary for Scanmast's legitimate interests and your interest in having your personal data protected does not outweigh those legitimate interests, or
- in specific cases, after you have given your consent to that specific processing.

For us to be able to provide our services and products to you and your company, we need to process and handle your personal data. Below are examples of the purposes for which we process your personal data and the lawful basis on which we do so. Certain processing may require the lawful basis of consent. In such cases, we will obtain your consent for that specific processing prior to beginning such processing.

Provision of services and products

Purposes

We process your personal data to the extent necessary for us to be able to identify you as our customer or contact in order to fulfil our agreement on delivery of services and products. We also process your personal data for administration purposes and invoicing of services, to handle complaints, to assist you when you contact us with questions about your service or agreement, and otherwise to safeguard our rights and fulfil our obligations under our agreements.

Lawful basis: Legitimate interest

The processing described above is a prerequisite for us to be able to provide you with the solution you request. If we are unable to perform such processing, we cannot provide the solution.

Direct marketing

Purposes

We process various types of data in order to market our products and services directly to you. For this purpose, we may communicate with you by, for example, regular mail, SMS, MMS, phone, e-mail and via our website. We may also compile statistics for analysis needs.

Lawful basis: Legitimate interest

Our legitimate interest in this type of processing is to market our existing or new services and products. For this purpose, we may use customer data, such as name, address, phone number, and the name of your company.

Compliance with laws

Purpose

We process personal data in order to fulfil our statutory obligations.

Lawful basis: Legal obligation.

Examples of processing that may take place for this purpose are the retention of invoicing documentation to fulfil our obligation under the Swedish Accounting Act, and processing at the request of law enforcement agencies.

3 How is the information collected?

We collect information in connection with your company becoming a customer with us and/or when you yourself or your company provides information to us. We also collect information when you otherwise communicate with us, for example, to obtain certain information or when you choose to answer a questionnaire that we have sent to you, or when you subscribe to our newsletters.

What information we collect about you obviously depends on which of our service(s)/product(s) you and your company are requesting.

4 For how long is the information stored?

We never store personal data longer than we need to. The information we collect, and which is generated when you use our services and products, is processed for different purposes. It will thus be stored for different lengths of time depending on what it is to be used for and our obligations under law.

Unless otherwise stated below, we will store most of your information for as long as you and your company have a standing relationship with us. The information we hold because of a legal obligation will be stored for as long as is required by the applicable law.

5 To whom may the information be disclosed?

- Other companies within the Scanmast Group
- Suppliers (personal data processors) that process personal data on our behalf
- Authorities
- Others

Under certain circumstances, we may share information about you with others who are further described below.

Other companies within the Scanmast Group

Since we have group-wide functions within the Group, your personal data may be disclosed to other group companies. Such companies may also process your data in order to provide offers and other marketing of products and services that may be of interest to you.

Suppliers (personal data processors) that process personal data on our behalf

We hire suppliers for various services, for example newsletter providers and transport services. We only disclose your data to such suppliers if and to the extent it is absolutely necessary in the individual case.

Authorities

We disclose your personal data to authorities as required by law.

Others

We may also disclose your personal data to affiliates and partners in cases other than those specified in the paragraphs above. Other companies that provide or contribute to the provision of services or products.

6 How is the information protected?

We take all appropriate technical and organisational security measures to ensure that any information we process is protected from unauthorised access.

7 Your rights

You have the right to know what we do with your personal data, including when and how your personal data are processed and why. In some cases, you also have the right to access your personal data or have them moved, rectified, erased, or blocked. Below is a list of your rights and how you can exercise them.

Right of access

Once a year, at no cost, you have the right to receive information about what personal data we process about you (a so-called registry extract). A request for such an extract must be written and signed by you. Be sure to specify the categories of data you want access to. If, for some reason, we are unable to fulfil your request, we will provide you with a motivation. Please note that we will only disclose such data that we know for sure belong to you. Please send your request to the following address.

Scanmast AB
Registerutdrag
Box 121
792 22 MORA

The registry extract will be sent to your registered address or to your company address.

Right to rectification

We are responsible for ensuring that the personal data we process are correct and up to date. If you notice that we have incorrect data about you, you have the right to request that we correct such data. You also have the right to supplement with personal data that you consider are missing and which are relevant given the purpose for which we process your personal data.

If the data have been corrected at your request, we will make sure to notify those to whom we have disclosed the data that the data have been corrected. We will not, however, do so if it turns out to be impossible or entail an unreasonable effort. At your request, we will inform you of who we have sent the correction to.

Right to erasure

We will retain your data for as long as you or your company have a relationship with Scanmast and then for 7 years as required by law (the Swedish Accounting Act). You always have the right to contact Scanmast and request that your personal data be erased. In the following cases, personal data must be erased:

- If the personal data are no longer needed for the purposes for which we collected and processed them.
- If the processing is based solely on your consent and you revoke your consent.
- If the processing takes place for direct marketing purposes and you object to your personal data being processed.
- If you object to the personal data processing that takes place after a balancing of interests and there is no legitimate interest that outweighs your interest.

- If personal data are not processed in accordance with the regulation.
- If erasure is required to fulfil a legal obligation.

If personal data have been erased at your request, we will inform those who we disclosed your personal data to that said erasure has taken place. We will not, however, do so if it turns out to be impossible or entail an unreasonable effort. At your request, we will also inform you of who we have disclosed the information to.

Right to restrict processing

In some cases, you have the right to request that our processing of your personal data be restricted. Restriction means that the personal data will be marked to only be processed for certain, limited purposes in the future.

The right to restriction applies if, for example, you believe that the personal data are incorrect and have requested a correction. In such cases, you may also request that our processing of your personal data be restricted while the accuracy of your personal data is being investigated.

Right to object

You have the right to object to the processing of your personal data that we carry out based on a legitimate interest. In such a case, you need to specify which processing you object to. In the event of such an objection, we may only continue the processing if we can show that there are compelling legitimate reasons for the personal data to be processed that outweigh your interests. If your personal data are being processed for direct marketing purposes, you have the right to object to such processing at any time.

Right to data portability

In order for you to exercise your right to data portability, your request must relate to such personal data that you have provided to us and which we process based on your consent or in order to fulfil our agreement with you. However, you do not have the right to transfer your personal data if our processing of these data is based on a legitimate interest or on an obligation by law.

Complaints

If you believe that we are processing your personal data in violation with applicable data protection regulations, you should report it to us as soon as possible. You can also contact the Swedish Data Protection Authority directly and file your complaint.

Damages

If you have suffered damage as a result of your personal data having been processed in violation of applicable data protection regulations, you may be entitled to damages. In such cases, you may, after a written request, claim damages from us or bring an action for damages in court.

8 Contact details

Data controller Scanmast AB

Scanmast AB is the data controller and is responsible for the personal data processed under the Scanmast brand. We determine the purpose of the processing and the manner in which it will take place. If you wish to exercise your rights, such as your right to rectification, erasure of personal data, request to restrict processing, exercise your right to objection, data portability, revoking your consent, file a complaint, or request damages, please contact us.

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